

Conference Schedule

Sunday, April 11

- 12:00 Pre-Conference Workshop Registration Opens
1:00-4:00 Pre-Conference Workshops (concurrent sessions, limited seating)
-Getting Acquainted with Baldrige
-Intermediate Baldrige: Moving from Interest to Action

Monday, April 12

- 7:00-5:00 Registration Open
8:00 Welcome, Video, Remarks
8:45 Leadership Plenary Session
2009 Baldrige Award recipients' top executives will share how senior leaders guide and sustain the organization, and how it addresses ethical, legal, and community responsibilities.
9:45 Refreshment Break & Exhibits
10:15 Leadership Plenary (continued)
11:10 Q&A Panel Featuring 2009 Baldrige Award Recipients
12:00 Networking Lunch & Exhibits
1:00-5:00 Concurrent Sessions
Presentations led by 2009 Baldrige Award recipients around the Criteria for Performance Excellence:
- Strategic Planning
 - Customer Focus
 - Measurement, Analysis, and Knowledge Management
 - Workforce Focus
 - Process Management
 - Journey to Performance Excellence
- 5:00-5:45 Cash Bar and Networking
6:00-7:00 Capitol Steps Performance

Tuesday, April 13

- 7:00-4:30 Registration Open
8:00-9:45 Criteria-based Concurrent Sessions (continued)
10:15-12:00 Concurrent Sessions on Special Topics
Presented by 2009 and former Baldrige Award recipients
12:00 Networking Lunch & Exhibits
1:30-3:15 Concurrent Sessions (continued)
3:15 Break & Exhibits
3:45-4:30 Open Microphone Sessions
Conference participants have the opportunity to share their knowledge and experiences on selected topics in moderated sessions.
5:30-7:00 Networking Reception
Complimentary hors d'oeuvres and Cash Bar

Wednesday, April 14

- 7:00-12:00 Registration Open
8:00 Keynote Speaker, Jerry Rose, Corporate Vice President, Cargill, Inc.
8:30 Elements of Excellence Plenary Session
Senior leaders from the 2009 Baldrige Award recipients spotlight one of the elements of excellence demonstrated by their organization.
9:40 Refreshment Break & Exhibits
10:10-10:55 Elements of Excellence presentations (continued)
11:05-11:45 Q&A Panel
11:45-12:00 Conference Themes and New Directions

See Complete Schedule Online!